Root Cause Analysis:
Database Unavailability

The following is a detailed accounting of the service outage that occurred on 1/13/2023.

Root Cause Analysis Summary

Event Date	1/13/2023
Event Start	2:00 PM MST
Time Detected	2:00 PM MST
Time Resolved	2:01 PM MST
Event End Time	2:01 PM MST
Root Cause	An issue with an update to the backup system caused the database to be momentarily taken offline.
Customer Impact	Issue was not reported by any customers

Future Preventative Measures

Actions that should be taken to prevent this Event in the future.

Actions	Description
Working agreement	Pair with someone on new code that could affect a primary database.